

Welcome to Loughborough University

Hall user guide 2014-2015

Essential information



www.lboro.ac.uk/campus-living

 Loughborough
University

The information provided in this guide meets the requirements of the UUK Code of Practice for Student Accommodation.



The information in this booklet is provided by Campus Living, your accommodation provider. Campus Living is a department of Loughborough University and is responsible for campus accommodation and campus catering.

Please visit our web pages

www.lboro.ac.uk/campus-living

LET US KNOW WHAT YOU THINK

If you are not happy with any of our services, please let us know. We want you to have the best experience possible and we are keen to hear from our customers if you have a problem or have some useful feedback please email campuslivingcustomer@lboro.ac.uk

Stay connected with Campus Living



Like our Facebook page

[facebook.com/campus living loughborough](https://facebook.com/campuslivingloughborough)



Follow us on Twitter

[Twitter @Lboro_campus](https://twitter.com/Lboro_campus)

Keep up to date with the latest news, offers, events and information on your campus.



View us on

browser.co.uk/lboro

- Keep up to date with everything happening on campus
- Special offers and discounts
- Promotions
- News
- Events
- Available for Androids & iPhone

Contact Details

Section	Contact information	
Campus Living Customer Services	Tel: 01509 222 257 Email: campuslivingcustomer@lboro.ac.uk	
Student Accommodation Centre	Tel: 01509 222 258 Email: sac@lboro.ac.uk	
Security Gatehouse:	Tel: 01509 222 141 (standard phone line) Tel: 0800 526966 (Emergency phone line) Email: security@lboro.ac.uk	
IT Services Helpdesk:	Tel: 01509 222 333 Email: it.services@lboro.ac.uk	
Medical Centre:	Tel: 01509 222061 (for appointments only) Tel: 01509 222062 (Information and other enquiries)	
Urgent Care Centre Epinal Way (Opposite fire station, behind the Hospital)	Open 24 hours a day, 7 days a week and 365 day a year. You do not need an appointment. You can contact the Urgent Care Centre by calling 01509 568800	
Counselling Service:	Tel: 01509 222 148 Email: ucs@lboro.ac.uk	
Chaplaincy Service:	Tel: 01509 223 741 Web: cfschaplains@lboro.ac.uk	
Hall	Hall Manager 8am to 6pm (Monday to Friday)	Duty Subwarden 6pm to 8am (Monday to Friday) 24 hour cover Saturday and Sunday
Butler Court	01509 223819	07731 990251
Cayley	01509 223838	07816 297232
David Collett	01509 223823	07526 256981
Falkner Eggington	01509 223839	07757 251452
Faraday	01509 228506	07583 803715
Royce	01509 223838	07960 511767
Rutherford	01509 223838	07513 019630
Telford	01509 228506	07812 012252
Towers	01509 223819	07910 289499
Robert Bakewell	01509 222254	07518 420547
Elvyn Richards	01509 222254	07591 479007
John Phillips	01509 222254	07947 874784
Hazlerigg-Rutland	01509 222254	07947 874784
Whitworth	01509 223880	07513 019630

Information is on our website: www.lboro.ac.uk/campus-living

Student User Guide

This information is a guide to help you with the facilities provided.

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Section 1 Security

www.lboro.ac.uk/fm/security

- Corridor and stairwell lighting will remain on during hours of darkness with low light levels
- Most windows including those on the ground floor have tamper proof window restrictors, to prevent forced entry from the outside and to minimise the danger of falling from a height from the inside. These must not be removed to ensure your safety
- All doors to individual blocks require resident key access at the very minimum. All halls have restricted proximity card access. Individual doors will require locking on exit and can be locked from the inside via the door handle or resident key
- Don't let anyone you don't know into your block. University staff and contractors will be identifiable by ID cards and name badges. All keys will be signed out and recorded by Hall Managers or the University Key Office
- Doors to individual rooms are reinforced hardwood fire doors and are designed for maximum security and to prevent the spread of fire
- Spare keys are held at the Hall Reception. Contact the duty subwarden if the office is closed
- Lost student ID cards can be obtained from the Parcelz and card office next to the Student Accommodation Centre (Please note - lost ID cards can be cancelled at Security if required)
- The emergency Security contact number is 0800 526966
- For general Security enquiries call 01509 222141 from a mobile or land line, Security are available 24/7 everyday of the year



Section 2 Fire Alarm Systems / Equipment

Fire Safety in Campus Living Accommodation

- In your student bedroom, there will be a blue fire notice located on the notice board or door
- Make sure you know where the Fire Assembly Point is located. If not sure ask your Hall Manager or Warden Team
- In the event of a fire DO NOT use fire extinguishers. Close any doors behind you, activate the nearest break glass call point and evacuate. Only trained personnel should use the fire equipment
- Throughout the term, fire evacuations will take place at any time. Fire alarm tests are carried out weekly (short ring only). If the ring is continual at any time then you must evacuate the building at once
- **It is a criminal offence to tamper with fire equipment and you will be fined for misuse as well as being charged for replacing equipment. This also relates to smoke detectors in your rooms which MUST NOT be covered**



Section 3 Accident & Emergency

- In the event of an accident you need to report what has happened to either your Hall Manager or Warden Team dependent on what time of day the accident occurred
- Your Hall Manager or Warden Team will have the contact details of trained First Aiders. Security are also able to assist at all times
- You can contact Security in an emergency by calling 0800 526966 from a mobile or land line
- In the event of contacting the paramedic / ambulance call 999 stating what has occurred. YOU MUST CONTACT SECURITY on 0800 526966 immediately after contacting the emergency services to inform them that a paramedic/ambulance is on route so Security can direct the paramedic/ambulance. This will save crucial time
- When the Fire Brigade or Police are required, Security must contact them. Contact Security on 0800 526966 or 888 internal phone

Section 4 Damages

Living in a community brings its own challenges, and at times accidents can happen. We expect general wear and tear, we ask everyone to take responsibility for their own area; treat it with respect as you would your own home.

If an incident or accident happens report it as soon as possible to your Hall Manager and/or Hall Warden. The earlier they are informed the more they can assist you.

Charges will be made for all damages and if they cannot be attributed to individuals the flat or block may be charged.

See www.lboro.ac.uk/campus-living/accommodation/fees-documents-forms for full details on the damage charges process or talk to your Hall Manager or Warden Team.

You may be covered under your hall block policy insurance with Endsleigh – please refer to the following link for further details www.lboro.ac.uk/campus-living/accommodation/fees-documents-forms/Endsleigh%20LU%202014-15.pdf

Section 5 Kitchen Appliances

■ Each self catered kitchen is supplied with a:

- Microwave
- Fridge freezer
- Toaster
- Kettle
- Cooker with oven/grill incorporated (gas or electric)



(microwave)



(kettle)

■ Each Gyp / Kitchenette is supplied with a:

- Microwave and / or microwave Oven Combi
- Larder fridge
- Induction Hob (5 day catered halls only). The only pans to be used on the induction hob are the ones supplied in your kitchen when you arrive
- Toaster
- Kettle

If you find you are missing any of this equipment please contact your Hall Reception.
Instructions for all of the equipment listed above can be found in your kitchen.



(induction hob)

Only British rice cookers are allowed to be used in kitchens. They must conform to European Standards and display the CE mark on the cable or plug.

No cooking equipment is allowed in the study rooms.



The Banned List

- To maintain your safety there are a number of items that are not allowed in your accommodation. This is also supported by the Stay Safe at Uni DVD which you could have watched before being allocated your room. The DVD can be viewed at www.lboro.ac.uk/campus-living/accommodation/halls/videos/

Banned items are:

- Any type of refrigeration (With the exception of Medical reasons with prior approval – will be supplied by us)
- Rice cookers (if not purchased in the UK as these hold a CE Kite Mark)
- Chip pans / oil in saucepans
- Deep fat fryers
- Personal Heaters of any kind
- Electric blankets
- Extra furniture
- Candles or incense sticks
- Socket cube adaptor
- Inside BBQ trays
- Fireworks

If these items are brought into the University your Hall Manager or Warden will ask you to remove them. If there are other items not listed but considered as dangerous, these too will be confiscated. Personal electrical items belonging to students and residents should conform to European Standards and display the CE Kite mark on the cable or plug.

All equipment must be in good working order.

Students should not trail cables from personal equipment across the floor as these could cause a trip hazard.

Smoking on Campus

No smoking is permitted in any University building. No smoking should be within 3 metres of any building especially windows and doors. No smoking on campus includes electronic cigarettes (E-cigs), stule of smoking pipes including Shisha pipes.

Pets

It is against any University regulations to bring or have pets in your accommodation on campus, if any are found you will be asked to remove them with the exception of guide dogs.

Section 6 Kitchen Storage in Self Catered Halls

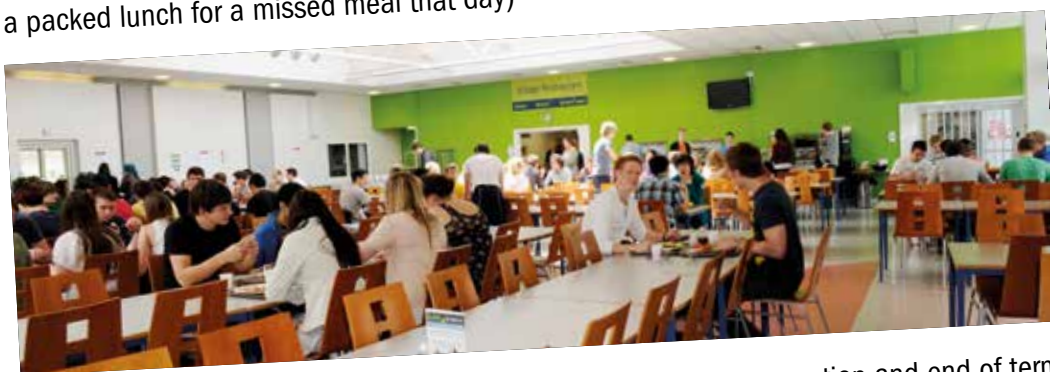
- Each resident has kitchen storage space allocated to them. Where cupboards are lockable the key will be supplied with your room key on arrival
- There may be additional cupboards underneath the sink to store pots, pans and other utensils
- A fridge/freezer is available to store food for each resident and an agreement should be made between residents as to how this space is shared

Meals in Catered Halls

All meals must be taken in your own hall unless advised otherwise.

Meal times are displayed in your dining hall and menus can be viewed at www.lboro.ac.uk/campus-living/food-drink/halldiningfooddiaries

*Please not only 1 meal unit can be used at any meal service (unless you are picking up a packed lunch for a missed meal that day)

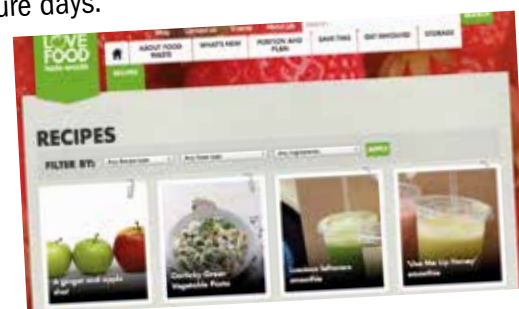


Catered services are reduced over the Christmas period, Easter vacation and end of term fun week. Catering is not available on University closure days.

Meals in Self Catered Halls

Struggling for meal ideas? Visit

<http://england.lovefoodhatewaste.com/recipes>
for some great recipes.



Meal Cards

If you are in a 5 day catered hall or self catered accommodation you can buy meal units to use in hall dining rooms.

Visit www.lboro.ac.uk/campus-living/food-drink/dinersplus for further information.

CASH+

Upload cash onto your ID card and make great savings across Campus Living shops, cafes and bars to spend on food and beverage purchases. CASH+ is also convenient for most campus laundries. Visit www.lboro.ac.uk/campus-living/food-drink/cashplus/

Section 7 Housekeeping

Our service to you:

- Your study bedroom and en suite facility will be cleaned once a fortnight
- Kitchens are cleaned on a weekly basis
- Communal bathrooms and toilet facilities will be cleaned a minimum of three times a week
- You will be advised of your regular cleaning day by your Hall Manager

To help us deliver this service to a high standard we ask that you:

- Clean up all spillages
- Keep refrigeration units clean and tidy
- Wash up and put away your crockery and cutlery
- Clean your wash basin or en suite on a regular basis
- On your cleaning day leave your room tidy
- Please refer to the kitchen gold star reward scheme as to how you should 'do your bit to keep your kitchen tidy
- See Section 13 on Waste, Recycling and Energy page

Section 8 Toilet / Bathroom Facilities / Hot Water

- En suite toilets have a dual flush feature installed in order to save water
- Hot water for showers and basins is supplied from a hot water storage tank which has been designed and sized to meet the normal demand of residents
- Please consider other residents when showering as longer showers will use more hot water
- Please help us save water by not leaving taps/showers running unnecessarily



Section 9 Heating and Ventilation

- Kitchens contain wall or window vents to disperse steam and cooking odours
- En suite bathrooms contain extractor fans which can be activated in conjunction with the light switch (UPP continual extraction)
- Shared bathrooms have automatic ventilation
- Please adjust the radiators in your bedroom by the thermostatic valve (where fitted) to provide a comfortable environment
- If you are not satisfied with the level of heating in your room, speak to your Hall Manager who will assess the situation. The heating system is operated by a central boiler with pre-set times for summer and winter heating
- Please do not bring in extra heaters. If these are required in the event of breakdown, your Hall Manager can provide them
- To conserve energy, avoid having windows open and leaving radiators on



Section 10 Laundry Facilities

There are laundry facilities available for your use. Costs are £2.80 super wash, £2.50 standard wash and drying is £1.20. You will need coins to operate the machines or you can buy wash credits which will be loaded onto your University ID card. Further details are available at

www.lboro.ac.uk/campus-living/accommodation/currentstudents/laundryfacilities/



Section 11 IT Connections

www.lboro.ac.uk/services/it/hallnet/

- The data network is provided by the University IT Services
- Please consult the IT Services website on how to get started with your internet connection. This can be found at: www.lboro.ac.uk/it/hallnet/gettingstarted or by calling the IT Helpdesk on 01509 222333 or email it.services@lboro.ac.uk

For more information and our FAQ go to: www.lboro.ac.uk/it/hallnet

Free assistance for all IT problems is provided by the PC Clinic in the library, although hardware repairs will incur a cost. Opening hours are 9:00 a.m. to 8:00 p.m. Monday to Friday and from 1:00 p.m. to 4:00 p.m. Saturday & Sunday during term time

To find your nearest free computer lab go to: www.lboro.ac.uk/it/labs/labs-availability

TV & Licences

- If you have a TV you will need a TV licence
- For more information:
www.tvlicensing.co.uk/check-if-you-need-one/for-your-home/students-aud1



Section 12 Fault Reporting

- If you have any problems with your accommodation in respect of maintenance issues or other services please contact your reception or report online at www.lboro.ac.uk/campus-living/accommodation/forms/maintenance
- Sometimes works in and around buildings are necessary and although most of these works are planned to take place during vacation periods there will be occasions when work does need to be carried out. Campus Living will endeavour to inform residents as soon as they can but if you have any issues please contact your Hall Manager
- For out of hours emergencies please contact the duty subwarden, contact details of which are shown at the front of this booklet
- Response times for maintenance works can be found at www.lboro.ac.uk/campus-living/accommodation/currentstudents/serviceleveltargets

Section 13 Waste, Recycling and Energy

www.charnwood.gov.uk/pages/recycling_for_students



What to do with your waste

- Recycling bags or bins are supplied for your recycling. In these you should put: plastics, cans, cartons ('tetra-packs'), cardboard, paper, foil and empty aerosols. Please rinse tins and cans first and don't contaminate with food, glass or unrecyclable items!
- You have a plastic bucket in your kitchens for glass. You should rinse glass out before placing it in the plastic bucket provided and empty it at your nearest glass bank regularly. Please don't put broken glass in here; there is a separate box supplied for this.
- You may have a food waste caddy in your kitchen. If you do please keep the lid closed, empty it regularly at your nearest bin compound, and please do not put packaging, liquids or oils in this caddy. All Self Catered Halls (Excluding UNITE) have a food waste caddy in your kitchen. If you do, please keep the lid closed, empty it regularly at your nearest bin compound, and please do not put packaging, liquids or oils in this caddy.
- You also have a general waste bin; this is for everything which **CAN'T BE** recycled!
- You are required to recycle whilst living in our halls of residence.

As part of the Environment League, we'll be carrying out spot checks every other month if your flat is randomly selected for a check and your recycling is up to scratch students will receive a MINI FAIRTRADE HAMPER worth £10 or a box of chocolates for their hall flat or block.

www.lu.el

The Environment League

The Environment League is a competition between halls to see who is the greenest! Your hall can win up to £750, points towards Hall of the Year and a big trophy at the DODO Awards in June!

Your hall gets points for Proactivity, energy reduction and recycling! These are all monitored constantly, so remember to:

- Switch off lights and appliances when not in use
- Try not to have windows open and heating on at the same time
- Don't boil more water than you need
- Bring out that reindeer jumper from your Gran before sticking the heating on!

For more details or to find out how you can become an Environmental Champion for your hall, talk to your FREEC rep or check out "Lufbra Environment League" on Facebook!

Surface Water Drains

Surface water drains are for rain water only and under NO CIRCUMSTANCES must any other liquid (or solid) be disposed of down them. That means no oils, chemicals, food products or even soapy water.



Section 14 Bicycle Storage

- Secure bike sheds are available for all residents. Please ask your Hall reception for a key.
- It is recommended that you secure your bike with a D-Lock when not in use. You should also ensure that you have adequate lights on your bike. Both are available to purchase from Security. They also offer a free cycle registration service.
- COGZ is your on campus cycle shop for all your cycling needs which is located in the village (building number 40).
- No bikes are allowed in any accommodation block, unless you are a certified member of the Cycle Club. If you are a member your bike should be in a bike bag and kept in your room and stored safely. A copy of the permission form from the bike club should be supplied to your Hall Reception team.



Section 15 Insurance Cover

We have provided Possessions Insurance for the duration of your stay within University accommodation through Endsleigh Insurance. This covers a range of belongings within your room, including sports and electrical equipment, clothes and frozen food. It does not include bicycles kept on campus.

The student room insurance provided for you focuses on covering some of the items in your room for **theft, fire and flood risk**. To check what is covered, view the following link: www.endsleigh.co.uk/reviewcover

Laptops, tablets and phones are not covered outside of your room so you may wish to consider taking out additional cover to protect these essentials.

What's covered:

- £5,000 cover for your possessions in your room against theft, fire, flood and burst pipes
- Desktops, laptops and computer equipment in **your room only** up to £2,000 (excluding accidental damage)
- Sports equipment up to £1,000 & musical Instruments up to £600 in your room
- Visual & audio equipment such as televisions and CD or DVD players in your room
- Accidental damage cover to University property

What's not covered:

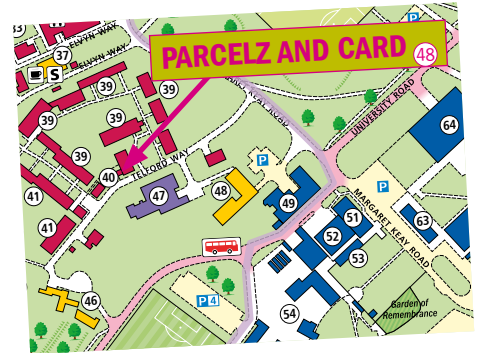
- **Laptops** and electrical items (outside your room)
- Mobile phone cover
- Possessions you take outside of your room (non-electrical)
- Bicycle cover
- Tuition fees and rent protection
- Accidental damage cover to student possessions



Section 16 Parcelz and Card Office

www.lboro.ac.uk/campus-living/accommodation/currentstudents/parcelsandpost

- Parcels and secure items for Robert Bakewell, Elvyn Richards, Hazlerigg-Rutland, John Phillips, David Collett, Faraday, Royce, Rutherford, Cayley, Falkner Eggington, Telford Butler Court and Towers Halls can be collected from the Parcelz and Card office located next to the Student Accommodation Centre (building number 49). Please make sure your parcel has your name **ID number** and hall address on the parcel.



- You must bring 1 form of ID when you collect parcels
- The postal address to be used for all halls is as per your hall address which can be found under each hall on the Student Accommodation Centre website (www.lboro.ac.uk/campus-living/accommodation). Ordinary post can be collected from your hall reception. All other halls can collect all their post and parcels from their own hall reception
- Please note that post boxes are shared with other students and the Hall Management cannot be held responsible for missing items of post. All items of value must be sent by registered post

If you require your post redirecting at the end of your occupancy then self addressed sticky labels should be provided to the Hall Manager. If labels are not provided then all post is returned to sender.

The Parcelz and Card Office is located next to the Student Accommodation Centre. The office opening hours are Monday to Thursday 9am to 6pm, Friday 10am to 5pm and Saturday 9am to 2pm term time only. Please check the website for vacation opening times.

Section 17 Medical Centre

www.lborounimedicalcentre.co.uk

- The Medical Centre is a regular GP surgery providing NHS services to registered patients. It is situated in the centre of campus close to the student village.

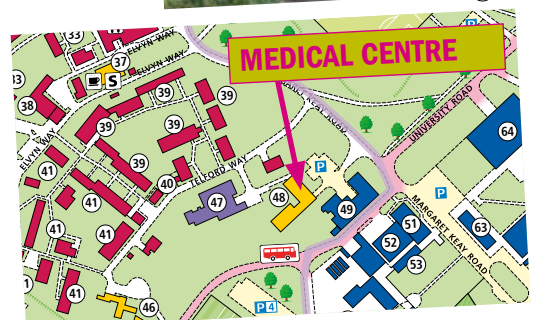
- The Medical Centre provides service to patients Monday to Friday between 8am and 6.30pm. They provide a range of GP and Nurse appointments including specialised clinics including contraception and sexual health. To book an appointment, call 01509 222061.



- If you have not yet registered at the Medical Centre, you can print off a form off their website or fill one in at the Medical Centre.

- If you require urgent medical care or advice between 6.30pm and 8am, or during weekends/bank holidays, please call 111.

- For further information you can visit the website www.lborounimedicalcentre.co.uk or call 01509 222062.



17b Flu Advice:

MEASURES YOU CAN TAKE TO PROTECT AGAINST INFECTION

General infection control practices and good hand hygiene can help to reduce the transmission of all viruses including the human swine flu. These include:

- Covering your nose and mouth when coughing or sneezing, use a tissue when possible
- Dispose of dirty tissues promptly and carefully
- Maintain good personal hygiene; wash your hands frequently with soap and water to reduce the spread of the virus from your hands to face or to other people

17c Meningitis

Typical Meningitis symptoms in adults maybe as follows

- A constant generalised headache confusion and/or drowsiness
- High temperature, although hands and feet may be cold
- Vomiting, stomach pain, sometimes with diarrhoea
- Rapid breathing
- Neck stiffness – moving the chin to the chest will be painful at the back of the neck
- A rash of red or purple spots or bruises (or darker than normal, in dark skins) that do not fade when you press a glass tumbler or finger against them – this may not be present in the early stages
- Joint or muscle pain
- Sensitivity to bright lights, daylight or even the television

These symptoms may not all appear at the same time.

There is no known way to prevent meningitis, it is therefore important to be aware of the danger signs. If someone becomes unwell they may deteriorate quickly – medical advice must be sought if you suspect meningitis. Phone Security who will call an ambulance.

Urgent Care Centre Epinal Way

(Opposite Fire station, behind the Hospital)

Tel: 01509 222 061 for appointments only

Tel: 01509 222 062 Information and other queries

Open 24 hours a day, 7 days a week and 365 day a year and is for medical emergencies when the surgery is closed.

You do not need an appointment. You can contact the Urgent Care Centre by calling 01509 568800

